

COVID-19

Safety Measures

This is a short message to explain how we are working to ensure we can enter your home (or other place you spend your day) safely whenever we need to do so in order to provide you with our services.

To help us prepare for our visit there are a few **simple questions** our staff will ask **before** coming to see you:

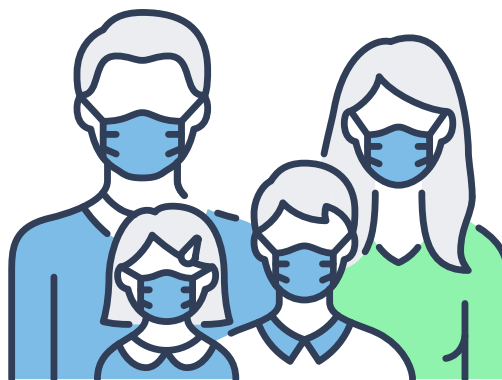
COVID-19

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- 1** Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?




- 2** Are you or any of your family considered vulnerable or have you been self-isolating?



- 3** Are you happy for us to enter your home and do you understand that we may need further access within it?



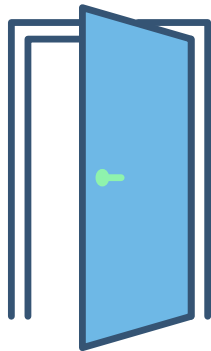
A woman with short grey hair and glasses is looking down at her smartphone. The image has a blue tint. A white speech bubble is on the left, and a white box with a green border is in the bottom right.

It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.

COVID-19
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Before our staff member enters your home there are some **simple steps** you can take to help us do so safely. **If possible, please:**

- 1** Leave all internal doors open



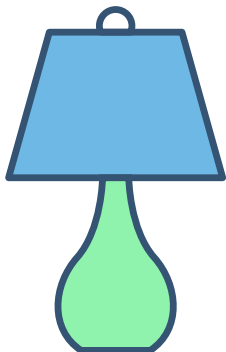
- 2** Leave windows open for ventilation



- 3** Keep clear pathways within the home, and free of any obstructions



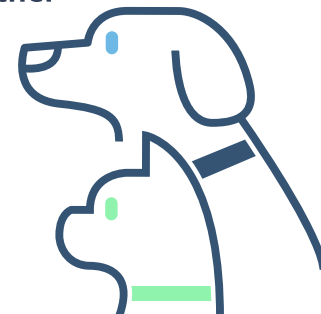
- 4** Keep all areas well-lit and open window coverings




- 5** Where possible other occupants of the house should vacate the property and stay together in one area such as the driveway or garden or, congregate in one other room



- 6** Shut pets away safely within another room





Our staff have received training on how to conduct their business safely whilst within your home and will take the following steps to ensure everyone's safety.

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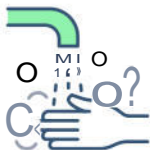
7 simple steps our staff always take to ensure everyone's safety

1 At all times, our staff will ask questions from a safe distance and where possible will do this from outside of the property.

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2 Our staff will wash or sanitise their hands before and after every home they visit.



3 Our staff may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely without compromising you.



4 Similarly, where required, staff may wear a fresh face covering at each home they visit. They will dispose of these safely without compromising you.



5 Any equipment our staff may use will be disinfected before and after each use.



6 To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property.



7 Our staff will take care to keep their own clothes clean during visits and will also wear fresh workwear daily.



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A photograph of a family of three—a man, a woman, and a child—all wearing white face masks. They are sitting at a table and playing the game Jenga. The man is on the left, the woman is on the right, and the child is in the center. They are all looking down at the wooden blocks. The image has a blue tint and a white outline on the left side.

Thank you for
considering this.

We are committed to providing a safe working environment for our people and for service users whose properties we may have to enter from time to time.

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Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

We are happy to confirm that we have complied with the government's guidance on managing the risk of Covid 19. This guidance is often referred to as **"Five Steps to Safer Working Together"**. You may have seen this poster which explains the five steps.



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employers